

**WHAT IS CLAIMED IS:**

1. A method for providing multimedia prompting in a communication system, comprising:
  - providing a first video clip to a video client, the
  - 5 first video clip comprising at least a portion of a multimedia prompt, the multimedia prompt associated with a service requested by the video client;
  - receiving information from the video client; and
  - providing, in response to at least a portion of the
  - 10 information received from the video client, a second video clip to the video client.
2. The method of Claim 1, further comprising
  - providing first audio information associated with the first
  - 15 video clip and second audio information associated with the second video clip, the second audio information selected in response to at least a portion of the information received from the video client.
- 20 3. The method of Claim 2, further comprising negotiating with the video client to identify one or more CODECs to be used to communicate with the video client.
4. The method of Claim 3, wherein:
  - 25 the audio information and the video clips are each compressed using one or more CODECs; and
  - negotiating with the video client comprises determining whether the video client supports one or more of the CODECs used to compress the audio information and
  - 30 the video clips.

5. The method of Claim 1, wherein:  
the information received from the video client  
comprises a plurality of numerals; and  
the second video clip comprises a plurality of second  
5 video clips each displaying one of the numerals.

6. The method of Claim 1, wherein the first video  
clip comprises a video clip of a person requesting the  
information and a video clip of the person waiting for the  
10 information.

7. The method of Claim 1, further comprising  
providing a third video clip requesting confirmation of the  
information received from the video client.

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8. A computer program embodied on a computer  
readable medium and operable to be executed by a processor,  
the computer program comprising computer readable program  
code for:

20 receiving information from a video client, the  
information associated with a service requested by the  
video client; and

providing a dynamic multimedia prompt to the video  
client, at least a portion of the dynamic multimedia prompt  
25 selected based at least partially on the information  
received from the video client.

9. The computer program of Claim 8, wherein the computer readable program code for providing the dynamic multimedia prompt comprises computer readable program code for:

- 5        providing a first video clip to the video client, the first video clip comprising a portion of the multimedia prompt; and
- providing a second video clip to the video client, the second video clip selected based at least partially on the
- 10      information received from the video client.

10. The computer program of Claim 9, wherein the first video clip requests the information from a user of the video client and the second video clip displays the

15      information received from the video client.

11. The computer program of Claim 9, further comprising computer readable program code for providing a third video clip requesting confirmation of the information

20      received from the video client.

12. The computer program of Claim 8, further comprising computer readable program code for negotiating with the video client to identify one or more CODECs to be

25      used to communicate with the video client.

13. The computer program of Claim 12, wherein:  
the multimedia prompt comprises a plurality of video  
clips each compressed using one or more CODECs; and  
the computer readable program code for negotiating  
5 with the video client comprises computer readable program  
code for determining whether the video client supports one  
or more of the CODECs used to compress the video clips.

14. The computer program of Claim 13, wherein the  
10 computer readable program code for determining whether the  
video client supports one or more of the CODECs used to  
compress the video clips comprises computer readable  
program code for determining whether one or more preferred  
CODECs were used to compress the video clips.

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15. An apparatus for multimedia prompting,  
comprising:

a memory operable to store a plurality of video clips,  
at least some of the video clips associated with one or  
20 more services; and

one or more processors collectively operable to:  
receive information from a video client, the  
information associated with one of the services that is  
requested by the video client; and  
25 provide a dynamic multimedia prompt to the video  
client, the multimedia prompt comprising at least two of  
the video clips, at least one of the video clips selected  
based at least partially on the information received from  
the video client.

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16. The apparatus of Claim 15, wherein the one or more processors are collectively operable to provide the dynamic multimedia prompt by:

providing a first video clip to the video client, the  
5 first video clip selected based at least partially on the service requested by the video client; and

providing a second video clip to the video client, the second video clip selected based at least partially on the information received from the video client.

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17. The apparatus of Claim 16, wherein:

the first video clip requests the information from a user of the video client;

the second video clip displays the information  
15 received from the video client; and

the one or more processors are further collectively operable to provide a third video clip requesting confirmation of the information received from the video client.

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18. The apparatus of Claim 15, wherein:

the one or more processors are collectively operable to provide the dynamic multimedia prompt to the video client by providing first audio information associated with  
25 the first video clip and second audio information associated with the second video clip;

the second audio information selected based at least partially on the information received from the video client.

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19. The apparatus of Claim 18, wherein the one or more processors are further collectively operable to negotiate with the video client to identify one or more CODECs to be used to communicate with the video client.

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20. The apparatus of Claim 19, wherein:

the audio information and the video clips are each compressed using one or more CODECs; and

the one or more processors are collectively operable  
10 to negotiate with the video client by determining whether the video client supports one or more of the CODECs used to compress the audio information and the video clips.